

**Transformation Management**  
**eNova - Materiel Supply and Service**  
**Maintenance ERP implementation**

**Key Benefit -Picatinny**

**operating IT costs have been reduced from over \$13M per year to under \$7M per year after ERP implementation**

**Background**

*eNOVA is the most mature Army ERP implementation supporting the Picatinny Arsenal. eNOVA is a fully implemented suite of SAP modules including financials, human resources, operations and also the armament technical data repository.*

**Challenges**

*The organization faced significant challenges **training** over 3,000 system users on the new ERP solution. The training consisted of discussing the value of the new solution to gain user buy-in, explaining how processes have changed and how the solution was going to impact the user community and the arsenal.*

**Resolution and Benefits**

*eNova has identified **training** lessons learned that can be leveraged by other programs to support an ERP training effort:*

*Super-users – Identify and train super-users on the system so that they can provide guidance to other system users when the ERP system goes live. Super-users can offer first level on-site support.*

*Types of training – Offer training options based on the user community learning preferences (i.e. – some may prefer computer-based training and others may prefer formal classroom training).*

*Timing of training – Provide system training as close to go-live as possible (just-in-time) so users can apply what they have learned.*